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3.8   Special Programs Overview

Gender: When referring to the Client, she/herself was used throughout Volume 4, SSM for simplicity. However, both genders, male and female, may receive benefits.

Work instructions for processing re-determinations by Workgroup 9 on all Special Programs that require review are maintained in their respective sections as outlined below:

3.8.1 Medicaid Burial Assistance Request Work Instructions <insert hyperlink>

3.8.2 Children's Special Health Care Services Request<insert hyperlink>

3.8.3 Room and Board Assistance and ARCH <insert hyperlink>

3.8.4 Refugee Cash Assistance and Refugee Medicaid Assistance Request <insert hyperlink>

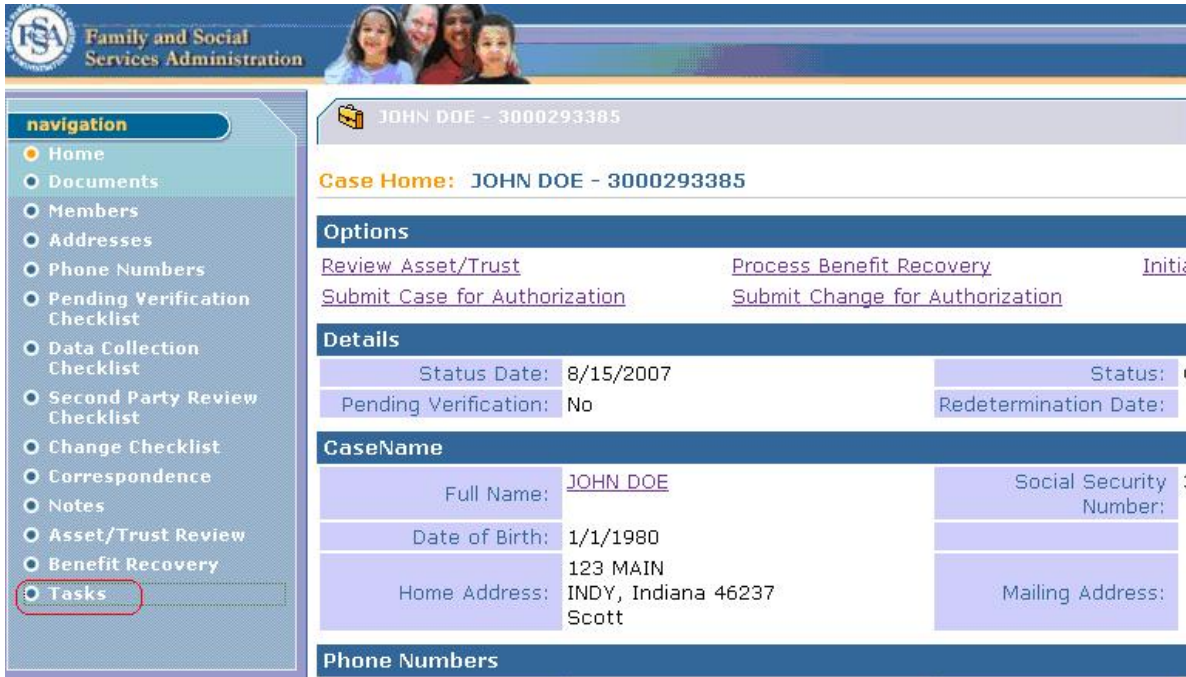### 3.8.1   Medicaid Burial Assistance Request Work Instructions

3.8.1.1   Overview

Burial Assistance assists Medicaid Clients with funeral and/or burial costs. Medicaid Clients in categories Medicaid for the Aged (MA A), Medicaid for the Blind (MA B), Medicaid for the Disabled (MA D), Temporary Assistance for Needy Families(TANF), or those who have applied for those programs prior to date of death, may receive assistance. This program is funded with limited resources and is administered on a first come first serve basis while the funds are available each fiscal year. Although at the time of this draft, TANF burial assistance is not currently funded, applications may still be received and need to be processed.
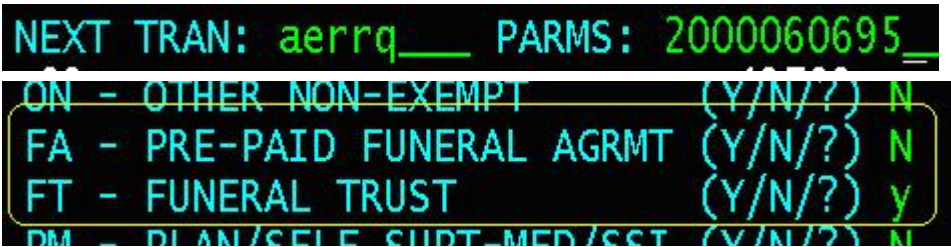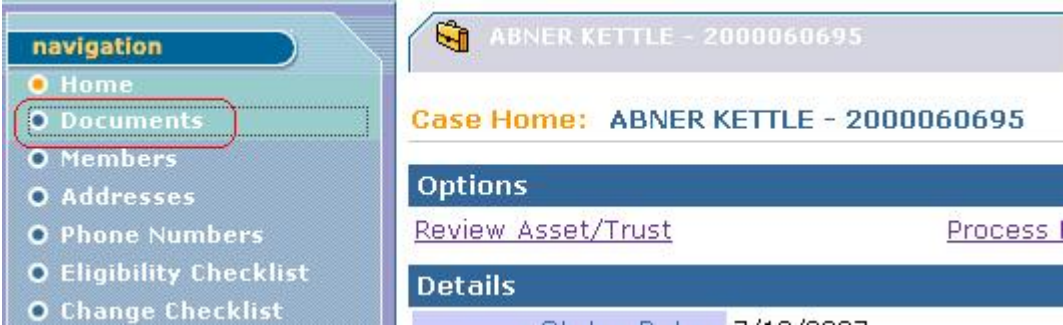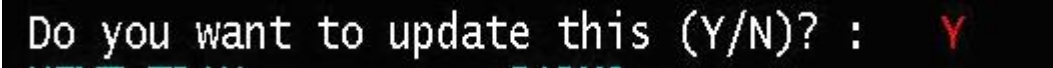
Applications for Burial Assistance are submitted by funeral directors, cemeteries, or families of Clients; and are received at the Document Center and scanned. A Non-indexed document task is created and placed into the queue for Workgroup 8. Workgroup 8 forwards the task as Process New Application to WG9. The role for Workgroup 9 is to receive the task, verify the Client's Medicaid status, check for prepaid funeral agreements or funeral trusts, and send to the State for claim processing.
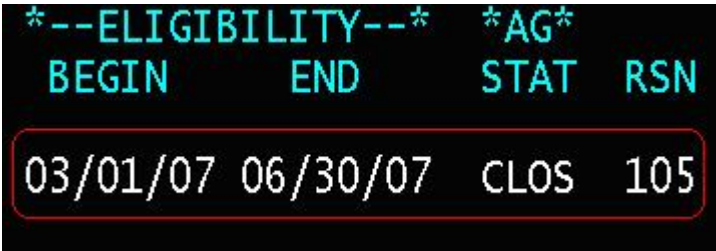
3.8.1.2   Processing Medicaid Burial Applications

After the application has been received and imaged by the Document Center, WG 8 receives a Non-index Document Task.   WG8 processes the document and forwards the task to Workgroup 9. WG9 then determines the status of eligibility, availability of resources and creates a task for State claim processing.

Step	Processing Medicaid Burial Applications
1.	From the Task Home page, click *Non-Indexed Document* under Supporting Information to view the Application for Burial.
2.	Refer to Section 3.5.3.1 New Application Ready for Initial Review <insert hyperlink> to search for client /applicant.
3.	✓ If Application for Burial is for an individual with an active or pending Medicaid case, skip to Step 8
4.	✓ If the application for Burial is for an individual with no current record regarding Medicaid in WFMS/ICES, return to the Case Home page and click *Task* from the left Navigation bar column.

Step	Processing Medicaid Burial Applications
5.	✓ The WFMS navigates to the Task Home page. Click *Create Task*. Select *User Defined* from the list.
6.	,Complete the *Create User Task* screen and click Save to send the task to the FSSA State Program Authorization work queue.
7.	Enter action taken in WFMS/ICES Case Notes. Return to the Task Home page and click Close Task.

Step	Processing Medicaid Burial Applications
8.	If the Client/applicant's status is open or pending for Medicaid, navigate to ICES. In NEXT TRAN, enter 'AERRQ'. In PARMS, enter the Case Number. AERRQ shows whether the Client/applicant has a funeral trust or a pre-paid funeral arrangement. NEXT TRAN: aerrq___ PARMS: 2000060695_ ON - OTHER NON-EXEMPT (Y/N/?) N FA - PRE-PAID FUNERAL AGRMT (Y/N/?) N FT - FUNERAL TRUST (Y/N/?) y DM - PLAN/SELF-SUPT-MED/SSI (Y/N/?) N If the Client/applicant does not have a funeral trust or pre-paid funeral arrangement, skip to Step 11.
9.	If the Client/applicant has a pre-paid funeral agreement or funeral trust, return to the Case Home page and click *Documents* under the Left Navigation bar. navigation ○ Home ○ Documents ○ Members ○ Addresses ○ Phone Numbers ○ Eligibility Checklist ○ Change Checklist ABNER KETTLE - 2000060695 Case Home: ABNER KETTLE - 2000060695 Options Review Asset/Trust Process Details
10.	The WFMS navigates to the Documents page. Click *View* for documents with the Document Type "Resources" to review and verify the status of funeral trust or pre-paid funeral arrangement as noted on AERRQ.
11.	Navigate to ICES. Enter 'CLRC' in NEXT TRAN and the ICES Case Number in PARMS. Enter case notes on status of pre-paid funeral agreement or funeral trust. NEXT TRAN: clrc___ PARMS: 2000060695__
12.	After entering notes, press **Enter**. The system asks if you wish to update information; enter 'Y' for yes. Do you want to update this (Y/N)? : Y
13.	Navigate to the Task Home Page and create a task for the FSSA State Program Authorization queue. Return to Task Home page close Task.

Step	Processing Medicaid Burial Applications
14.	If application for Burial is for an individual whose case shows a closure effective date, navigate to ICES. Enter 'IQCP' in NEXT TRAN and the Case Number in PARMS to view when action was taken and the reason for closure (571 reason code for death). *--ELIGIBILITY--* *AG* BEGIN END STAT RSN 03/01/07 06/30/07 CLOS 105
15.	If closure effective date is before date of death, follow steps 4 through 7.
16.	If closure effective date is after the date of death, then follow Steps 8 though 13 to determine the status for a funeral trust or pre-paid funeral arrangement.

3.8.2   Children's Special Health Care Services Request (CSHCS)

3.8.2.1   Overview

The Children's Special Health Care Services Work Instructions describe activities performed by Eligibility Specialists (WG9) who handle state-funded programs at a Service Center. These programs relate to the data gathering for supplemental programs that assist families of children with serious, chronic medical conditions pay for treatment related to their child's condition. Applications and verifications must be gathered and forwarded to the State within thirty (30) calendar days of the date of application. The application date for CSHCS is the date recorded with the signature on the form. One (1) application per child is needed, if more than one (1) child in the household is applying. The Application Date must be on all pages where a date is required.

The Applicant/recipient must apply for Hoosier Healthwise to be eligible for CSHCS per CSHCS Rules from the Indiana State Department of Health. The CSHCS application can be a combined application with Hoosier Healthwise. Applicants have to be both medically and financially eligible and be between the ages of birth to 21 years of age. The State Department of Health cannot complete processing of an application and enrollment for the CSHCS program until applicant shows proof that the child is enrolled or that the child has applied for Medicaid. If a child is denied enrollment in the Medicaid program, the State Department of Health continues and completes processing of the child's application.
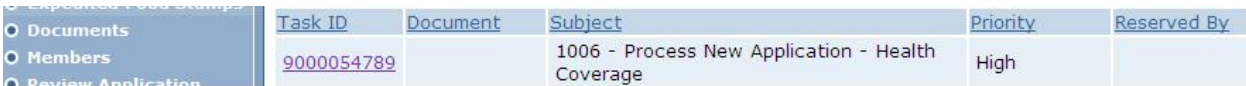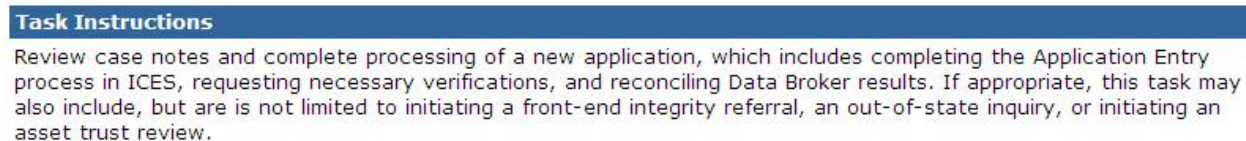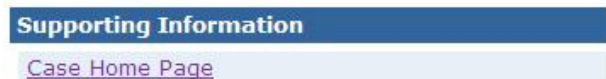
If a Combined Enrollment Form is received from First Steps Single Point of Entry Intake Agent, and CSHCS and HHW is selected, First Steps sends their CSHCS applications directly to the CSHCS office at the Board of Health for processing. The Coalition is responsible for completing the HHW/MA D application from the Combined Enrollment Form. Applications filed with First Steps have already been interviewed prior to sending the application to the Coalition.

CSHCS applications filed through the Indiana WINS system have a separate HHW application sent to the Coalition for processing.

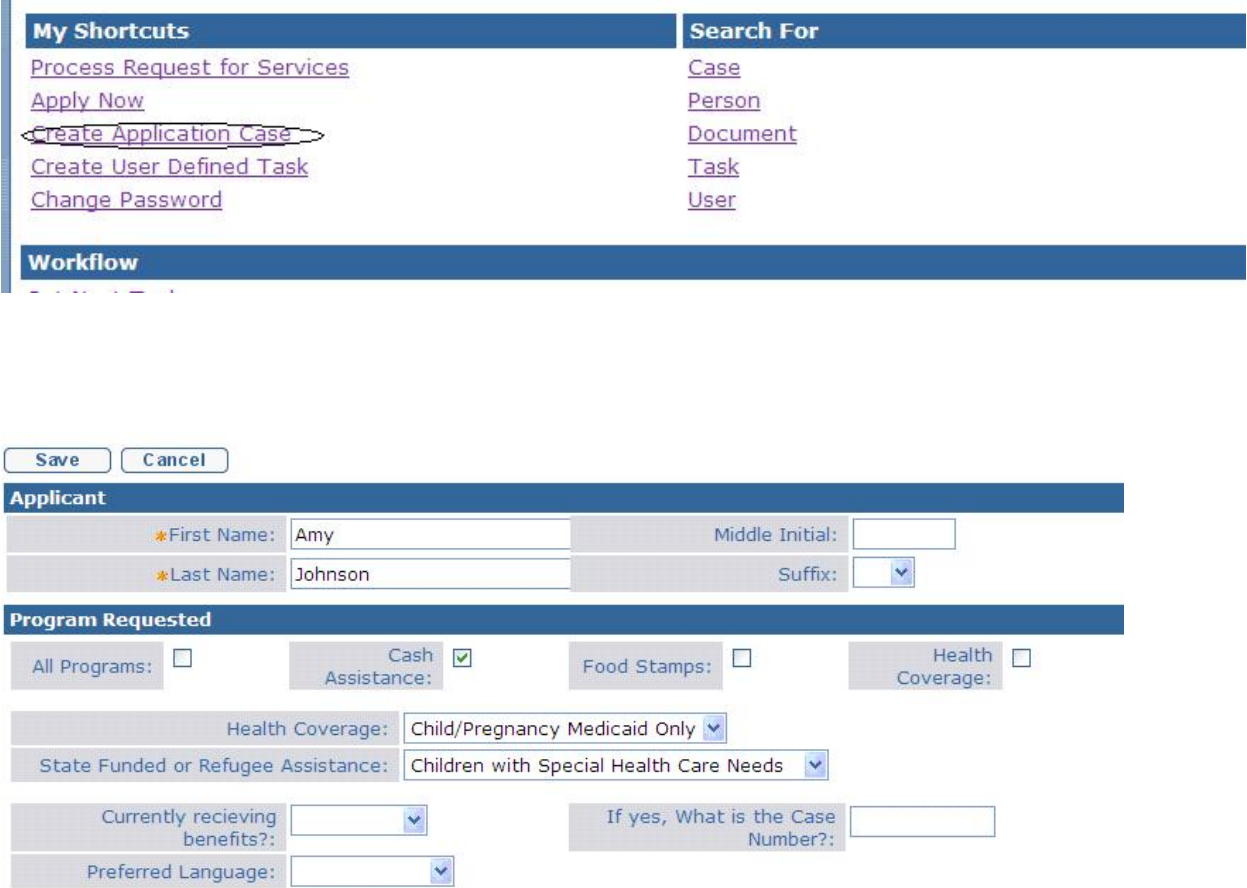Special handling is required. The CSHCS application remains in the application mode in WFMS. A second Application case then begins, if the Applicant/Recipient is also applying for Medicaid/ Hoosier Healthwise at the same time. If the individual is already receiving Medicaid benefits, data gathering is the only action required in WFMS for the CSHCS application.

3.8.2.2 Processing an Application for Children's Special Health Care Services

Steps	Processing an Application for Children's Special Health Care Services
1.	From the User Home page, under the My Tasks cluster, view the Task Subject and click the *Task ID*. The system (WFMS) navigates to the Task Home.
2.	View the Subject and Task Instructions.
3.	Click *Case Home* under the Supporting Information cluster. The WFMS navigates to the Application Case Home.
4.	 From Options, click *Access Application;* an image of the application opens in a separate window. Leave this window open to complete the application information in the WFMS with the information contained on the application.

Steps	Processing an Application for Children's Special Health Care Services
5.	Review the images of the application to verify that they are legible and in the correct order. Compare all information, including the signature date on the application to verify that the File Date has been entered correctly. If not legible or in order, request a rescan/rearrange of the CSHCS application. **Family and Social Services Administration** ● Home navigation View Document Details: James Smith - 1534 ? Options Rearrange Rescan Details Document Name: <<Document Name>> Document Type: <<Document Type>> Client/Case Name: James Smith File Date: 12/31/06 Refer to the Document Management work instructions (Section 3.11.2, Document Management <insert hyperlink>) for details on rescanning. **Note:** The Application Date for CSHCS is the date the Applicant signed the application.

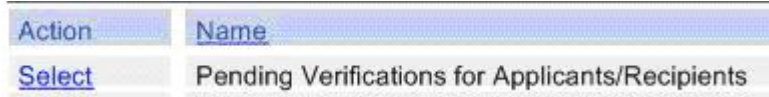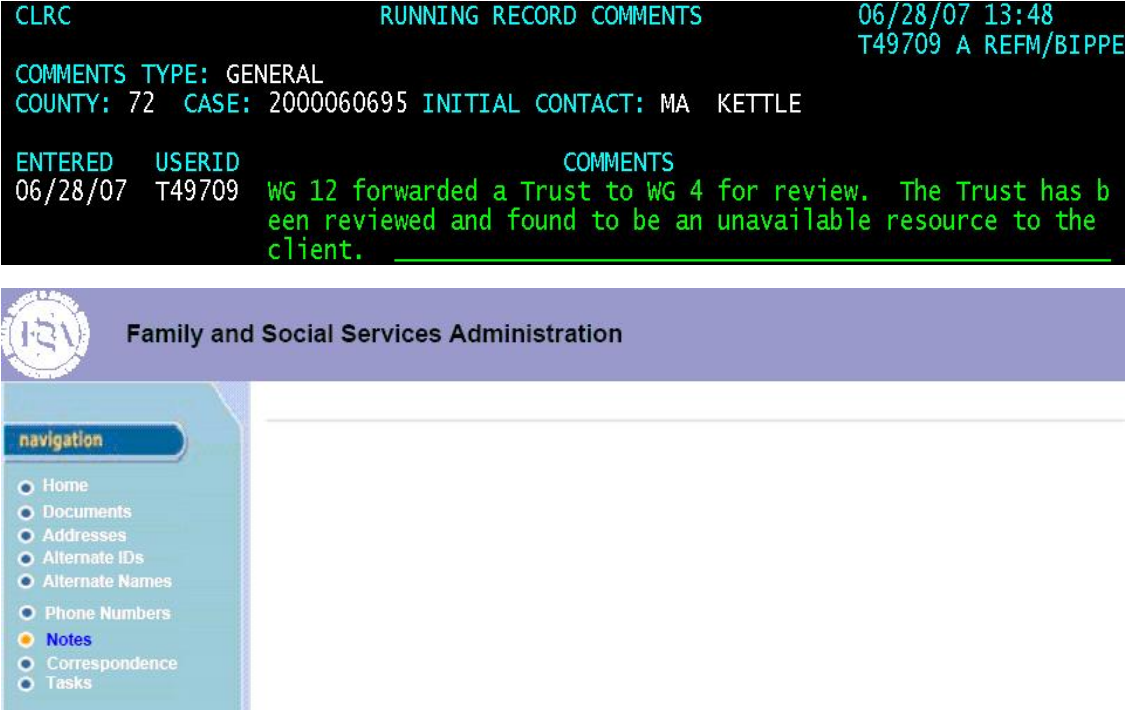| Steps	Processing an Application for Children's Special Health Care Services
6.	From the User Home page, click *Create Application Case* and enter Name, Address, Program Requested, Application Type, and all other information needed to complete the Create Application Screen. Once it is completed, click *Save* as shown below.
	My Shortcuts **Search For** Process Request for Services — Case Apply Now — Person Create Application Case — Document Create User Defined Task — Task Change Password — User **Workflow** **Save** **Cancel** **Applicant** *First Name: Amy Middle Initial: *Last Name: Johnson Suffix: **Program Requested** All Programs: ☐ Cash Assistance: ☑ Food Stamps: ☐ Health Coverage: ☐ Health Coverage: Child/Pregnancy Medicaid Only State Funded or Refugee Assistance: Children with Special Health Care Needs Currently recieving benefits?: If yes, What is the Case Number?: Preferred Language:
7.	Determine the validity of the application and completion of the application registration process to verify that all sections are complete, signed and dated.

Steps	Processing an Application for Children's Special Health Care Services
8.	Review all authorization forms to determine if they are complete, signed, and dated on each page where an applicant signature is required. From the left Navigation bar, access each screen needed to complete the transfer of the CSHCS application information into WFMS.

Example: Earned Income, Other Income, Members, etc.

 |
| **9.** | From the User Home page, search for the Person using their name or SSN to see if the Applicant already has Medicaid that is open or pending for Hoosier Healthwise.

If not, review application for dual enrollment. If not a dual enrollment, send a HHW application to the Applicant to complete and send back. The CSHCS application cannot be processed without showing proof of enrollment or applying for Hoosier Healthwise. Continue with the CSHCS application. |

Steps	Processing an Application for Children's Special Health Care Services
10.	Create Correspondence (Refer to 3.11.4, Sending Notices <insert hyperlink>) to set-up initial telephone data gathering with Applicant, if necessary. Refer to the Scheduling Rules Table 4.10.5 <insert hyperlink> when a data gathering interview is needed.
11.	Conduct initial telephone data gathering, if necessary. Review each section with the Applicant to make sure all of the information has been entered correctly, and that the Applicant answered each question on the CSHCS application. **Note**: Initial data gathering also satisfies the HHW requirements for the new application interview.
12.	Create Correspondence (Refer to 3.11.4, Sending Notices <insert hyperlink>) for pending verifications needed to process the application(s) for eligibility for the CSHCS application.
13.	**Note:** All verifications needed for CSHCS, are sent to the Indiana State Department of Health. Any updates on income should be given to WG 3 to process the change on the Hoosier Healthwise case.

Steps	Processing an Application for Children's Special Health Care Services
14.	Once the documents are received, attached to the HHW case and updated on ICES, all documents, along with a copy of the application, should be forwarded to the Indiana State Department of Health (CSHCS application only). If not in ICES, add notes in WFMS.

Family and Social Services Administration

Documents: James Smith – 123-12-1234

navigation

- Home
- Documents
- Members

Action	Document Type	Client	Receipt Date	Status
View	Birth Certificate	James Smith	2/5/2004	Active

a. If all documents are not received for HHW, refer to Partial Receipt of Requested Documents and/or Requested Documents Not Received in Processing Solicited Documents work instructions. (Refer to 3.11.5, Processing Solicited Documents <insert hyperlink>)

navigation

- Home
- Documents
- Programs
- Case Members
- Member Relationships
- Assets & Insurance
- Income
- Expenses
- Notes
- Status History

Documents: James Smith – 1354

[Search Non-Indexed Documents]

Action	Document Type	Document	Client	Receipt Date	Status
View | Edit	Application	Application	James Smith	6/14/2006	Rescan
View | Edit	Vital Statistics	Birth Certificate	James Smith	6/14/2006	Rearrange
View | Edit	Vital Statistics	Birth Certificate	John Smith	6/14/2006	Reviewed
View | Edit	Vital Statistics	Birth Certificate	Linda Smith	6/14/2006	Received

Zip Code: [   ]

[Search] [Reset] [Done]

Search Results (Number of Items: 3)

Action	Document Type	Document	Client	Receipt Date	Status
Link	Vital Statistics	Birth Certificate	James Smith	6/14/2006	Accepted
Link	Vital Statistics	Birth Certificate	John Smith	6/14/2006	Not Accepted
Link	Vital Statistics	Birth Certificate	Linda Smith	6/14/2006	Received

b. If all documents are not received for the CSHCS application, the case still needs to be forwarded to the Indiana State Department of Health for processing within the thirty (30) days allowed.

- In ICES, go to the Hoosier Healthwise case associated with the CSHCS application. Go to screen AEFEC (TRAN: AEFEC; tab to PARMS; enter ICES case number, and press Enter.) Enter date (2-3 days before the 30th day to allow task to be completed) on AEFEC and brief instructions to create a task for the CSHCS application to be sent to the State Health Department in a timely manner.

Steps	Processing an Application for Children's Special Health Care Services
15.	Update the running comments in ICES, (CLRC) on actions that have been taken; also make notes in WFMS. ``` CLRC RUNNING RECORD COMMENTS 06/28/07 13:48 T49709 A REFM/BIPPE COMMENTS TYPE: GENERAL COUNTY: 72 CASE: 2000060695 INITIAL CONTACT: MA KETTLE ENTERED USERID COMMENTS 06/28/07 T49709 WG 12 forwarded a Trust to WG 4 for review. The Trust has b een reviewed and found to be an unavailable resource to the client. ``` **Family and Social Services Administration** navigation ○ Home ○ Documents ○ Addresses ○ Alternate IDs ○ Alternate Names ○ Phone Numbers ● Notes ○ Correspondence ○ Tasks
16.	Create correspondence to send all documentation and a copy of the application for CSHCS to: Maternal & Children's Special Health Care Services, ATTN: Eligibility Section, Indiana State Department of Health, 2 North Meridian St., Section 7-B, Indianapolis, IN 46204.
17.	Search for tasks related to the pending Medicaid application for Hoosier Healthwise, if applying at the same time, to see what else needs to be processed in the case. When the Data Collection Checklist is complete, this creates a new Ready for State Eligibility Review and Determination task and sends it to the SEC.
18.	Navigate to Task Home and click *Close Task*. This prompts the system to pull another task to complete.

3.8.3   Room and Board Assistance and ARCH

3.8.3.1   Overview

The Residential Care Assistance Program (RCAP) is a state funded program which is composed of Room and Board Assistance (RBA) and Assistance to Residents in County Homes (ARCH). All applications must be complete and must be signed and dated by the applicant or someone acting on their behalf. If the application is signed in the presence of the Coalition or State, the application is valid as of that date. If the application is not signed in the presence of the Coalition

or State, the signature must be notarized. In such cases, the valid date is the date the application was notarized.

If an application is submitted and signed but the signature is not notarized, the application file date is established by the WG 9 ES, who prints the application, signs and dates it in the notary field, and creates and an Internal Use Bar-Coded Cover Sheet. The ES checks Image Only and faxes the cover sheet with the signed application form to the FSSA Document Center to be scanned and automatically indexed to the case.

Applications for RBA/ARCH are received at the Document Center, scanned, and a Non – indexed Document task is generated for WG 8. WG 8 processes the document and forwards the task to WG 9. The role for WG 9 is to receive the task, review the signature status, verify the Client's residence/acceptance by an approved facility, review for an accompanying W9, complete state form 5B, and assign a County Case Number. Re-determinations for RBA/ARCH are completed following standard procedures.

3.8.3.2   Processing County Number for RBA/ARCH Case

The RBA/ARCH County Case Number is separate and distinct from the ICES/WFMS number. Each Client has a county number in addition to their ICES/WFMS.

Step	Processing County Number for RBA/ARCH Case
1	Each Case Number consists of ten symbols: ✓ A two-letter prefix that identifies the category of service: • MA= RBA aged • MD= RBA disabled • MB= RBA blind • RA= ARCH aged • RD= ARCH disabled • RB = ARCH blind ✓ A two-digit county number ✓ A six-digit Case Number **Example**: RA49001234 = ARCH aged Client, Marion County, Case Number 1234 This Case Number should be noted on form 5B (State budgeting form) and in case notes.

3.8.3.3   Processing Applications for Room and Board Assistance
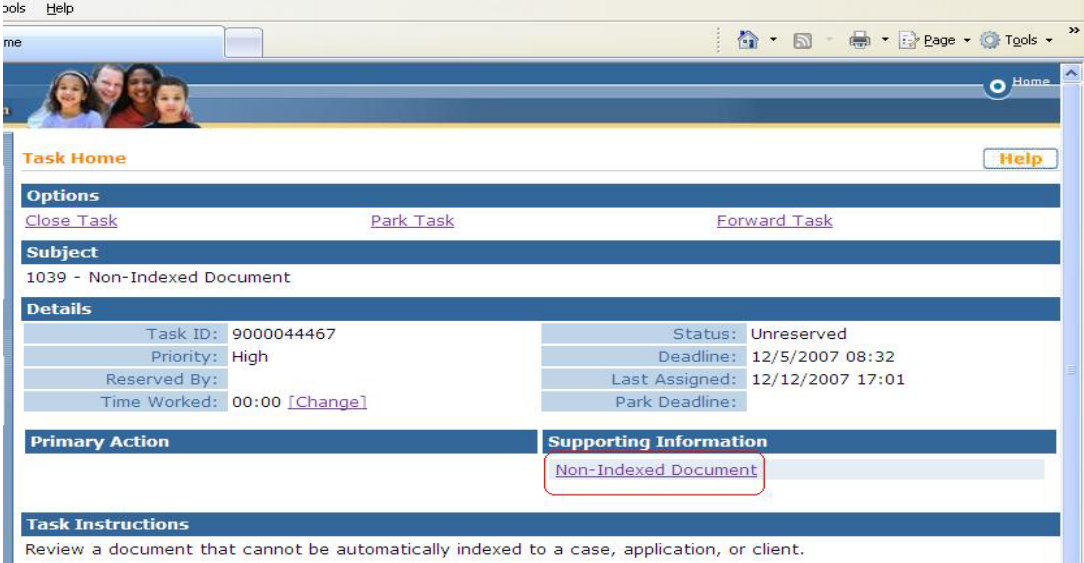
RBA provides financial assistance, contingent on availability of funds, to eligible persons who reside in county owned and operated residential facilities or certified Christian Science facilities. The Client must be receiving MA A, MA B or MA D to be eligible for RBA. The RCAP applicant
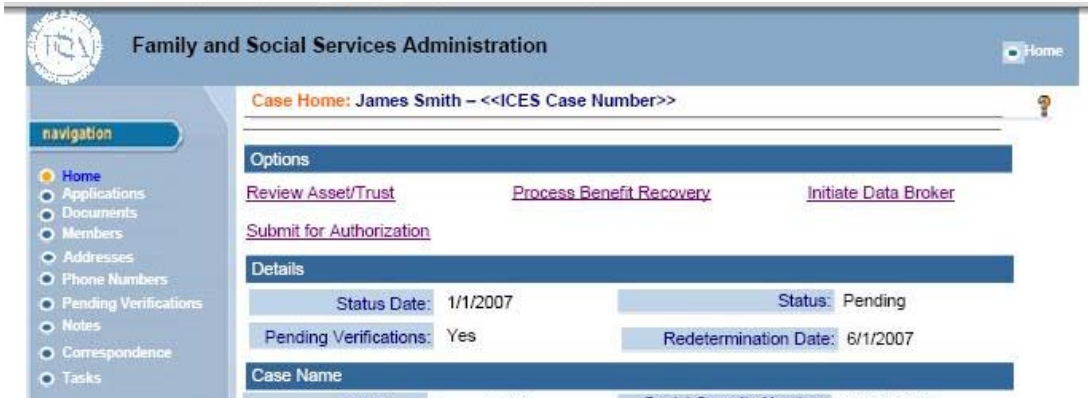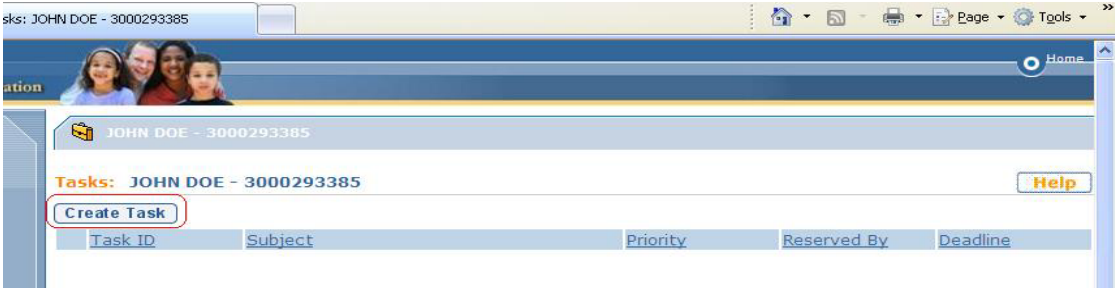
must meet at least one of the categorical eligibility requirements: Aged, Blind, Disabled or be a current blind/disabled recipient.
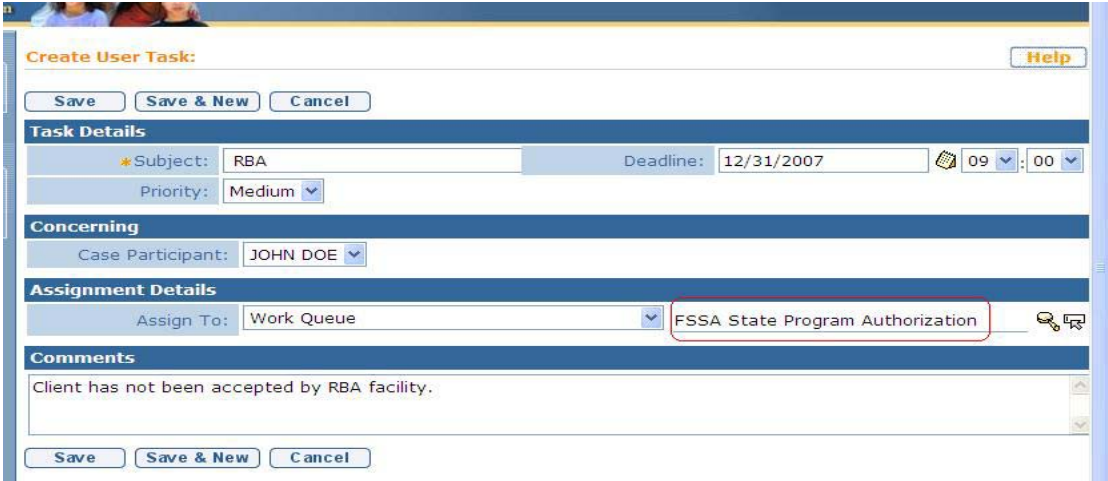
After the application has been received and imaged by the Document Center, WG 8 processes the document and forwards the task to WG 9. WG9 reviews the signature status, determines residency, completes the budgeting forms, and gives the case a County Case Number. Typically, an RBA application is submitted with a Medicaid application. If it is not and the person is not a Medicaid recipient, an application for Medicaid is sent to the applicant/facility.

Step	Processing Applications for Room and Board Assistance
1.	From the User Home page, under the My Tasks cluster, view the Task Subject and click the *Task ID*.

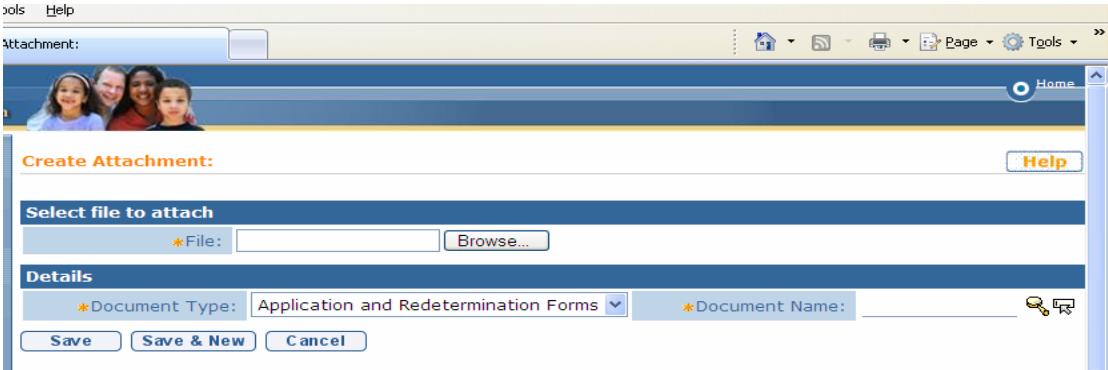| Step	Processing Applications for Room and Board Assistance
2.	The WFMS displays the Task Home page. Review the Subject and Task Instructions.
3.	Under Supporting Information , click Non-indexed Document to view application.
4.	Refer to section 3.5.3.11 Create Application Case < insert hyperlink > .
5.	Review the application to determine whether or not it is signed and notarized. All applications must be complete, signed and dated by the applicant or someone acting on their behalf. If the application is not signed in the presence of the Coalition or State, the signature must be notarized. In such cases, the file date is the date the application was notarized. If the application is submitted and signed but the signature is not notarized, print the application, sign and date it in the notary field, and create an Internal Use Document Transfer Cover Sheet. Refer to Create Correspondence 3.11.4.3<insert hyperlink> Check Image Only, and fax the cover sheet and the signed application form to the FSSA Document Center to be scanned and automatically indexed to the case. In this case, the file date is the date the application was signed by the WG9 ES. Continue processing.
6.	Refer to New Application Ready for Initial Review 3.5.3.1 <insert hyperlink> step 10 to determine if applicant is current receiving assistance under Aged, Blind, or Disabled Medicaid.
7.	If applicant is currently receiving Medicaid benefits, skip to step 12.

Step	Processing Applications for Room and Board Assistance
8.	If applicant is not receiving Medicaid benefits, refer to Create Correspondence 3.11.4.3 <insert hyperlink> to mail an application to applicant. (Note: an application may be mailed from the WFMS User Home Page by clicking *Apply Now*, entering the name and address of the facility that sent in the RBA application, and mailing it.) Document your actions in WFMS.
9.	Create a User Defined task to review the RBA application, determine if a Medicaid application has been submitted, and complete processing. The deadline should be 30 days from the file date of the RBA application. - If a Medicaid application is submitted during this time period, the RBA application is processed. - If a Medicaid application is not submitted, create a User Defined task to review the RBA application, determine if a Medicaid application has been submitted and complete processing. The new deadline should be 41 days from the file date of the RBA application.
10.	Document in WFMS case notes all processing actions taken. This is critical so that if/when the Medicaid application is completed and returned, the ESA who receives it is aware of the RBA application which is pending processing.
11.	Close the Non-indexed Document task.
12.	The Client's residency/acceptance by an approved facility must be verified. If the applicant has not been accepted by a facility, the application is denied. Review the application to access the name and phone number of the facility. Contact the facility to verify whether the Client is currently a resident, or if not, the date the Client will be entering the facility.
13.	Return to the Case Home page and click *Notes* from Navigation column to enter status of residency information.

Step	Processing Applications for Room and Board Assistance
14.	If the Client has not been accepted, return to the Case Home page, and click *Tasks*.
15.	At the Task Home page, click *Create Task*. Select *User Defined* from the list.

Step	Processing Applications for Room and Board Assistance
16.	Complete the *Create User Task* screen to send the task to the FSSA State Program Authorization work queue. If the Client has been accepted, continue processing the case.
17.	Return to Case Home page and click *Documents* from the Left Navigation bar.
18.	The WFMS navigates to the Documents page. Review to determine whether the Federal Tax form W9 has been received and is signed by the Provider. If the W9 has not been received or has been received but is not signed, contact the facility or Send Notice <hyperlink to 3.11.4 Sending Notices>.
19.	Return to Case Home to complete processing.

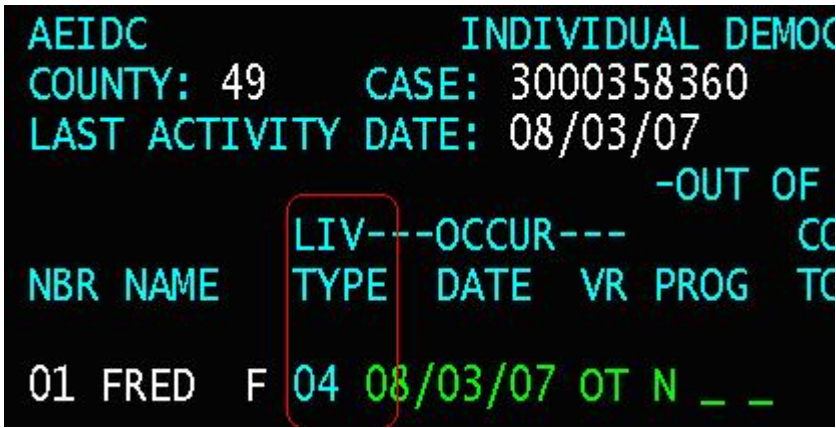| Step	Processing Applications for Room and Board Assistance
20.	State form 5B Assistance to Residents in County Homes/Room and Board Assistance Budget and Recommendation must be completed to determine eligibility. This form may be accessed from the State Forms folder on the File Server. Refer to 3.11.4.12 Send Notice, Create an Attachment from the File Server\<insert hyperlink\>.
21.	Open State Form 31759 from the folder. Complete the form with information from the application, following policy. **Note**: SEC signs the document upon authorization.

Step	Processing Applications for Room and Board Assistance
22.	Upon completion of the form, save the document to the hard drive, using the case name as the name of the saved file. Return to Case Home page. Click *Documents* from the Left Navigation bar. Click *Attach Document*, Complete the Create Attachment page by clicking Browse to select the saved File. Enter the Document Type and name. Click Save.

Step	Processing Applications for Room and Board Assistance
23.	Navigate to ICES. Input 'AEIIM' in NEXT TRAN and ICES Case Number in PARMS. NEXT TRAN: aeiim___ PARMS: 3000357453_ On AEIIM, enter 'Y' or 'N' in field RBA based on results from 5B. Press **Enter** to complete subsequent change screens in ICES. AEIIM INDIVIDUAL MISCELLA COUNTY: 49 CASE: 3000357453 WORKER: T497 LAST ACTIVITY DATE: 08/01/07 STATUS: PEND HIGH BLIND/ ATTEND G/LEV DISAB/ RBA OCCUR NBR NAME SCHL? CMPLT INCAP? ELIG DATE W 01 DENNI S N HI N Y _____
24.	Enter all action taken in ICES case notes by typing 'CLRC' in NEXT TRAN field and pressing **Enter**. Refer to Section 4.4 Documentation Guidelines <insert hyperlink>. NEXT TRAN: clrc____ PARMS:
25.	When all notes are completed, press **Enter**. The system asks if you want to save your comments. Enter a 'Y' to save comments or an 'N' to discard them. Do you want to update this (Y/N)? : _ NEXT TRAN: _____ PARMS: _____ C52 - THIS FIELD MUST BE 'Y' OR 'N'
26.	Return to the Case Home page. Click *Notes* from the left Navigation bar column. Enter all action taken in the WFMS case notes.
27.	Create a User-Defined task for the FSSA State Program Authorization queue.

3.8.3.4   Processing Applications for ARCH

ARCH provides financial assistance contingent on availability of funds to eligible persons who reside in county owned and operated residential facilities. ARCH is State Medicaid Assistance and will have a case only in WFMS. The ARCH applicant must meet at least one of the categorical eligibility requirements: Aged, Blind, Disabled or current blind/disabled recipient.

After the application has been received and imaged by the Document Center, WG8 receives a Non- indexed Document task, reviews the document, and forwards the task to Workgroup 9. WG9 processes the case for eligibility and gives the case a county Case Number.
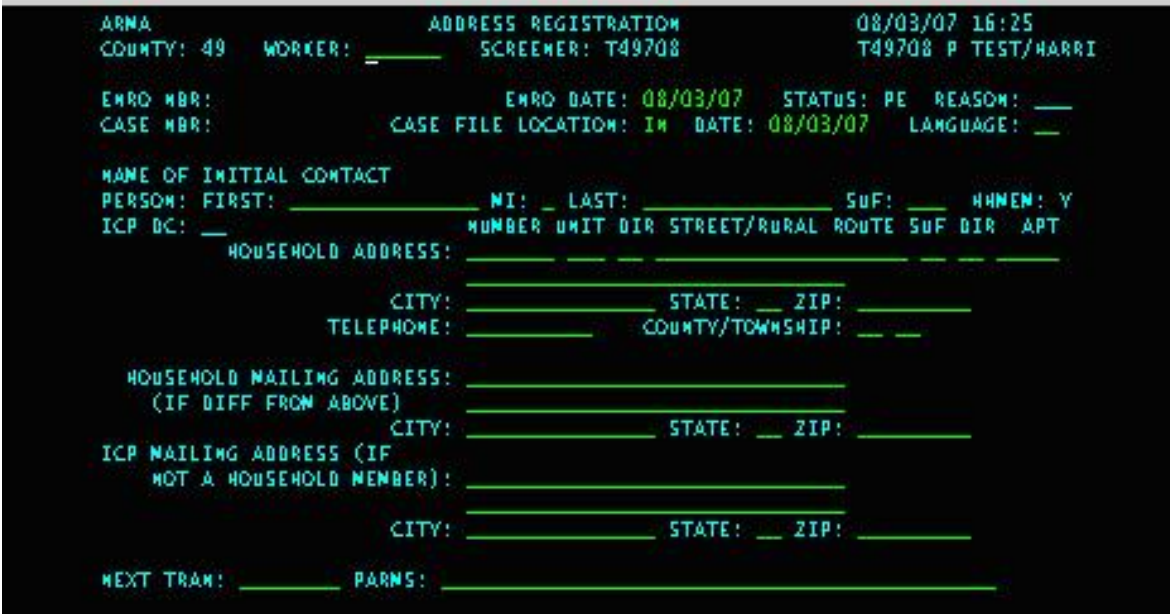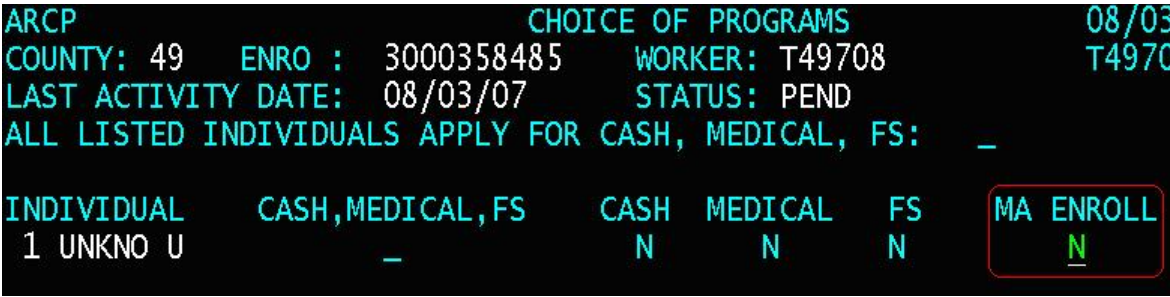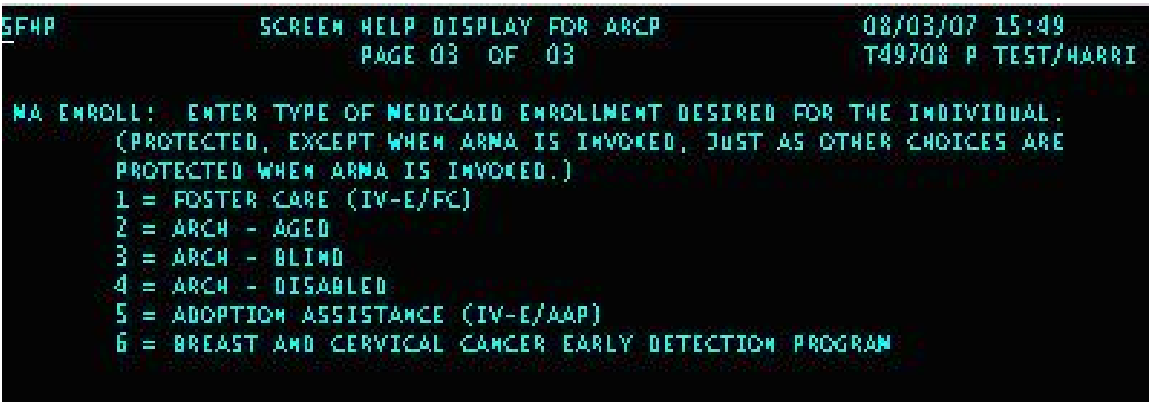
Step	Processing Applications for ARCH
1.	Refer to Section 3.8.3.2, Processing County Number for RBA/ARCH Case, to assign a county number.
2.	Follow Steps 1 through 4 in Section 3.8.3.3, Processing Applications for Room and Board Assistance <insert hyperlink>.
3.	Follow Steps 19 through 22 in Section 3.8.3.3, Processing Applications for Room and Board Assistance <insert hyperlink>.
4.	Navigate to ICES. In the NEXT TRAN, enter 'AEIDC'. In PARMS, enter the ICES Case Number; press **Enter**.
5.	On the AEIDC screen, enter code '04' in Living Type. Press **Enter**.

Step	Processing Applications for ARCH
6.	The system displays the AEIII institutional information screen. Complete the screen with the information provided on the application. Institution Type can be accessed by pressing **Shift+ #+Enter**.
7.	Complete subsequent change screens in ICES. Create a User Defined task for the FSSA State Program Authorization queue for closure of Medicaid case.
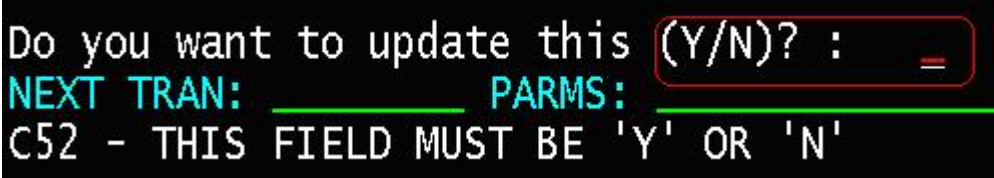
3.8.3.5   Processing Applications for ARCH After State Authorization

After State Authorization of closure to the open Medicaid case, a State Funded Program task is sent to Workgroup 9. WG9 processes the task.

Steps	Processing Applications for ARCH After State Authorization
1.	From the User Home page, under the My Tasks cluster, view the Task Subject and click the *Task ID*.
2.	The WFMS displays the Task Home page. Review the Subject and Task Instructions.
3.	Under the Supporting Information cluster, click the *Case Home* page.

Steps	Processing Applications for ARCH After State Authorization
4.	Navigate to the ARMA ICES screen. Complete the screen and press **Enter** to start the application registration for State Medicaid Assistance.
5.	On screen ARCP, select the correct category of the Client. Press **F1** for table assistance.
6.	Complete subsequent application registration screens in ICES for ARCH category.

Steps	Processing Applications for ARCH After State Authorization
7.	To begin the eligibility process, enter 'Aeome' in NEXT TRAN field; in the PARMS field, enter the ENRO number from ARMA. NEXT TRAN: aeome___ PARMS: 3000358493_ Press **Enter** to complete subsequent screens in ICES.
8.	Enter all action taken in the ICES case notes by typing 'CLRC' in the NEXT TRAN field and pressing **Enter**. NEXT TRAN: clrc____ PARMS:
9.	When all notes are completed, press **Enter**. The system asks if you want to save your comments. Enter a 'Y' to save comments or an 'N' to discard them. Do you want to update this (Y/N)? : _ NEXT TRAN: _____ PARMS: _____ C52 – THIS FIELD MUST BE 'Y' OR 'N'
10.	Return to the Case home page and enter the action taken in WFMS case notes.
11.	Create a user defined task for the FSSA State Program Authorization queue.
12.	Return to the Task Home page. Close the task.

3.8.4 Refugee Cash Assistance and Refugee Medicaid Assistance Request

3.8.4.1 Overview

Refugee Cash Assistance (RCA) and Refugee Medicaid Assistance (RMA) are limited to those individuals who meet immigration status and identification requirements as refugees and who are not eligible for cash assistance under the TANF programs.

Applications for RCA are received at the Document Center and scanned. An Initial Application Ready for Review task is created by Workgroup 1 and put into the queue for Workgroup 9. The role for Workgroup 9 is to receive the task, create the application in WFMS, verify the client's Refugee status, and process the application.

3.8.4.2 Processing Refugee Cash and Medicaid Assistance Applications

After the application has been received and imaged by the Document Center, a Process New Application task is sent to Workgroup 9. WG9 determines the status of eligibility, availability of resources and creates a task for State claim processing.

Step	Processing Refugee Assistance Applications
1	Process the application as instructed in Processing an Application work instructions (Refer to Section 3.5, Processing an Application <insert hyperlink>).